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11 May 1987

MEMORANDUM FOR: Director, Office of Information Technology

THRU: Chief, Customer Services Group
Deputy Chief, Information Services, CSG
Chief, Information Resources Management
Division

FROM:
Chief, Information Services Branch
Information Resources Management Division

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SUBJECT: Policy for the Establishment, Management, and Control
of Agency Information Services Centers (ISCs)

1. The Information Services Center (ISC) concept evolved from a requirement levied on the Office of Information Services/Information Resources Management Division (OIS/IRMD) by the DDA to study the feasibility of establishing consolidated registries in the new Headquarters Building. These Centers were first viewed as a way to achieve economies in personnel, space, and equipment resources as well as introducing greater standardization into registry operations leading to improved document control and efficiency.

2. The first step in OIS planning called for development of a prototype ISC that would eventually service four different Offices in Ames Building. The Ames ISC was established with contributions in personnel, space, and equipment resources from the participating offices and was soon providing IRMD with valuable data and experience in running this new type of operation. In May 1984, because of my work in planning and designing the Ames ISC, I was assigned by the Director/OIS to work with the New Building Project Office (NBPO) in designing the new Headquarters Building ISCs.

3. I prepared a concept paper and submitted it to the DDA who gave his approval to proceed on 16 May 1984. The plan called for the establishment of five shared or combined ISCs and one stand-alone facility. They were: the Office of Logistics/Office of Finance ISC, the Office of Communications/Office of Data Processing ISC, the Office of Information Services/Office of Security

ISC, the Office of Technical Service/Office of Research and Development ISC, the Office of Development and Engineering/Office of SIGINT Operations ISC, and a stand-alone Foreign Broadcast Information Service ISC for a total of six ISCs.

4. The Centers, as envisioned in the initial plan, would in most instances service the requirements of more than one office and provide a wider range of services than those of traditional registries, including copy and data access facilities. The ISC concept offered its customers a "one-stop-shopping" facility for all types of media output as well as traditional registry services. With the DDA's approval, I organized a working group comprised of focal point officers from the Offices of ODP, Logistics, Communications, and Security and began work on detailed planning for the Centers.

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5. The original ISC combinations changed as often as the line-up of projected new building occupants changed and the ISC concept was modified and expanded to accommodate each new requirement. The constantly changing new building situation and new requirements to establish an ISC at [redacted]

[redacted] convinced me that the original ISC concept needed modifying. It was apparent that a new approach was needed, one that would enable us to offer a design tailored to meet the individual needs of any combination of offices instead of the initial emphasis placed on achieving more standardized registry operations.

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6. There are three ISCs currently operating in the Ames Building,

[redacted] I have never touted the ISC as the last word in document control and dissemination facilities. However, even with the advances in today's technology, the ISC concept will serve as a viable and economic means of filling the gap between the old-fashioned, inefficient registry of the past and whatever form it will eventually take in a future totally automated and paperless environment. The concept's validity is demonstrated daily in the three current ISC operations as well as in the Intelligence Community Staff Registry. These facilities are staffed by MI careerists trained to perform communications, crypto, and data access responsibilities once thought to be and performed as completely unrelated functions by OC and ODP professional careerists.

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